

AGING DISABILITY RESOURCE CONNECTIONS

**Completing the
Community Readiness
Assessment Tool**



A coordinated system of information
and access for all people seeking long-
term support

North Carolina's Vision for ADRC

“No Wrong Door”

- Link resources within the community deconstructing “silos”
- Strengthen relationships between existing providers through formal linkages, partnerships and referral protocols

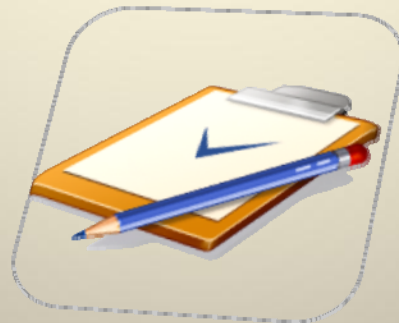


North Carolina's Vision for ADRC

- Streamline service access to minimize repeated collection of the same information from consumers seeking assistance
- Assure consumer needs are met through coordinated client tracking

Assessment Tool

The ADRC Community Readiness Tool is designed to facilitate an objective discussion between organizations, agencies, and institutions about how information, referral, and assistance is delivered to consumers in the community who need long-term services and supports.



How was the tool developed?

- The community readiness assessment was developed from a tool produced by the U.S. Administration on Aging which provided a matrix of the requirements of full-functioning ADRCs based on the experiences of the programs over the past five years.
- The questions in the ADRC Readiness Assessment Tool are based on criteria found to be most closely associated with fully-functional ADRCs.

Getting Started...

- Begin in your organization with your information and referral program...
 - Who refers to you?
 - To whom do you refer?
- Schedule a meeting to discuss the ADRC initiative
- Establish a commitment to complete the readiness tool

Step One:



- Assemble a group that includes, at a minimum, at least one agency that
 - Delivers I&A
 - Aging community
 - Disability community
 - Provides programmatic and financial eligibility determination for public programs and services

Step Two:



- The group may find it helpful to begin the discussion with a complex case study. This is an effective means to help participants learn about each organization around the table
- Develop a process to invite others as needed to complete the tool (see the list on the next slide)

1. List all organizations that are or will be participating in the Collaborative to establish a Community ADRC (*check all that apply*):

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> 2-1-1 and/or any Information & Referral Program | <input type="checkbox"/> Services for the Deaf and Hard of Hearing | <input type="checkbox"/> Family Support Network | <input type="checkbox"/> Public Library |
| <input type="checkbox"/> Alzheimer's Association | <input type="checkbox"/> Department of Social Services | <input type="checkbox"/> Home Care and/or Health Care Agency | <input type="checkbox"/> Public School System |
| <input type="checkbox"/> Area Agency on Aging | <input type="checkbox"/> Developmental Disabilities Agencies | <input type="checkbox"/> Hospice Agencies | <input type="checkbox"/> Senior Center |
| <input type="checkbox"/> Center for Independent Living | <input type="checkbox"/> Division of Vocational Rehabilitation\ IL | <input type="checkbox"/> Hospitals | <input type="checkbox"/> Social Security Administration (local office) |
| <input type="checkbox"/> Local Community Action Agency | <input type="checkbox"/> Division of Services for the Blind | <input type="checkbox"/> Housing Agencies/Authorities | <input type="checkbox"/> Specialized Advocacy Groups
EX: AARP, NCDAN ,etc. |
| <input type="checkbox"/> Community Colleges | <input type="checkbox"/> Faith- based organizations | <input type="checkbox"/> Legal Services | <input type="checkbox"/> Transportation Agencies |
| <input type="checkbox"/> Community Care Network | <input type="checkbox"/> Financial Planners | <input type="checkbox"/> Local Management Entity (LME) | <input type="checkbox"/> United Way |
| <input type="checkbox"/> County and local Emergency Management Agencies (police, fire, rescue) | <input type="checkbox"/> Local Lead Agency for SHIP | <input type="checkbox"/> Long Term Care Provider | <input type="checkbox"/> Veterans Administration |
| <input type="checkbox"/> Council or Department on Aging | <input type="checkbox"/> Mental Health Organization \Agencies | <input type="checkbox"/> Cooperative Extension | <input type="checkbox"/> Other _____ |
| | | <input type="checkbox"/> Local Government Representatives | <input type="checkbox"/> Other _____ |
| | | <input type="checkbox"/> Parks & Recreation Department | <input type="checkbox"/> Other _____ |
| | | | <input type="checkbox"/> Other _____ |
| | | | <input type="checkbox"/> Other _____ |
| | | | <input type="checkbox"/> Other _____ |
| | | | <input type="checkbox"/> Other _____ |

Step Three:



- Review the Community Readiness Tool and the Outcomes (see slides 11-14)
- Establish a timeline and schedule to complete assignments associated with completing the tool
- Continue the process of developing relationships among participants

Outcome #1

- Through this process agencies and organizations will identify
 - Unique contributions of each organization
 - Common processes
 - Shared responsibilities
 - Service challenges
 - Gaps and needs
 - Solutions and Opportunities

Outcome #2

- Organizations participating in the process will strengthen and establish professional relationships that will enable them to serve consumers more effectively



Outcome #3

- Through the discussion the collaborating group will assess their community's interest, need, and readiness to implement an Aging and Disability Resource Connection



Outcome #4

- Develop a process to improve how information, referral, and assistance is delivered to consumers needing long-term services and supports



Step Four:



- Establish core agreements for the group discussion and process
 - ✓ Mutual respect
 - ✓ Honesty
 - ✓ Commitment to the process
 - ✓ Confidentiality with respect to group discussions
 - ✓ Other agreements as the group deems appropriate

Step Five:



- The Questions
 - The developers of the NC tool understand that communities completing the tool are in varying stages of development and that most are at the beginning. Communities should not feel discouraged at the number of “no” responses, but view the responses as opportunities for development. The “yes” responses indicate community strengths that can serve as the foundation for program development.

Responding to the questions

- Check yes to the query to indicate that a system or resource is in place and that it can be observed/quantified or verified with documentation.



Responding to the questions

- Check no, to indicate that the system or resource is not in place and cannot be quantified or verified by documentation.



Responding to the questions: In Process

- Check in process, to indicate that the system may be in place, but cannot be quantified or the system/resource is a policy but not practiced systematically. In Process, may also be checked when a system or resource is in the development stage and minutes from a committee or workgroup are available as verification.



Review: Collaborative

Collaborative: A group working on the same task simultaneously involving joint intellectual thinking to find creative solutions to the demands and complexities of the task.

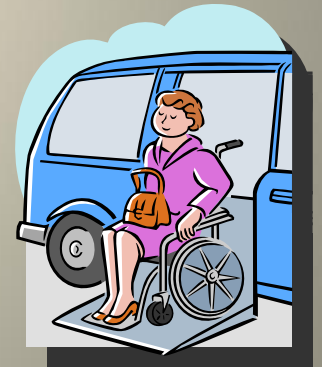
“Collaborative” in this document defines a group of agencies/organizations committed to the development of an ADRC for delivering public awareness, information, referral, assistance, and access to consumers about the array of long-term services and supports

Review: Collaborative Operating Entity

Collaborative Operating Entity (COE) The individual organizations/agencies (whether physical or virtual) making up the Collaborative; the majority of which will be responsible for delivering the required ADRC functions on behalf of the Collaborative.

Review: Target Populations

- ADRCs are required to serve older adults and their caregivers
- ADRCs are required to serve adults with disabilities
- In addition to the requirements ADRCs may choose to serve additional populations as the collaborative deems appropriate



Review: ADRC Required Functions

- Awareness & Information
 - Must provide public education and information on long-term support options



ADRC Required Functions

- Assistance
 - Must provide
 - long-term support options counseling
 - benefits counseling
 - referral to other programs and benefits, including employment options
 - crisis interventions
 - help to individuals in planning for their future long-term support needs

ADRC Required Functions

- Access
 - Must provide
 - eligibility screening;
 - assistance in gaining access to private-pay and public-funded long-term support services



Review: Core Program Components

- Critical Pathways
 - Will create formal linkages between and among the critical pathways to long-term support



Core Program Components

- Partnerships & Stakeholder Involvement
 - Must meaningfully involve stakeholders, including consumers, in planning, implementation, and evaluation activities



Core Program Components

- Information Technology
 - Will have a management information system (MIS) that supports the functions of the programs including tracking participant intake, needs assessment, referrals, utilization, and costs

Core Program Components

- Evaluation
 - Must have at a minimum, performance goals and indicators related to:
 - visibility
 - trust
 - ease of access
 - responsiveness
 - efficiency
 - effectiveness

Core Components

- Staffing and Resources
 - Must
 - have staff capacity to provide quality service
 - identify/address any conflicts of interest
 - conduct specialized training as needed
 - identify/address service gaps
 - pursue private and public funding opportunities to create sustainable programs

Get Connected!

